



ROBINS RevUp



19th ARG Safety Fair
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Vol. 47 No. 22

Friday, June 7, 2002

Robins Air Force Base, Ga.

Air Force recruiting, retention efforts paying off

By Chris Zdrakas
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Air Force recruiting and retention bonuses are paying off, and one recruiter sees another, immeasurable dimension that applies to the South — patriotism.

“The southern tradition of pride and patriotism shows through in Air Force recruiting in this area,” said Senior Master Sgt. Lester Harvey, superintendent of the 336th Recruiting Squadron. His squadron covers designated parts of South Carolina, Florida and Georgia, including the Middle Georgia area.

“By tradition, the South is a rich

area for military enlistment,” Harvey said. “Tennessee is known as the volunteer state, but I believe the entire southern region of America is a volunteer region.”

“For the most part, we have very good quality applicants in our area,” Harvey said. “In addition to pride and patriotism, they are attracted by the job and Air Force career opportunities. Also factored into the numbers are bonuses, an increase in advertising and the work ethic of the recruiters.”

Air Force officials at the Pentagon said the Enhanced Initial Enlistment Bonus program, instituted in 1998, is yielding higher num-

bers of six-year enlistees and subsequently reducing training costs those longer enlistments bring. Similarly, the Air Force Selective Re-enlistment Bonus program is improving retention rates, officials said.

Under the EIEB program, a six-year enlistment bonus ranges from \$2,000 up to \$12,000, and a four-year bonus could be \$1,000 to \$3,000.

Of those recently enlisting, 51 percent chose a six-year term, compared to four percent in 1997.

The primary objective of the Selective Re-enlistment Program that is doing well at Robins Air

Force Base is to retain members with critical skills to sustain force objectives in those areas. An estimated \$258 million has been authorized Air Force-wide for 161 specialties in fiscal 2002. In fiscal 1997, the SRB budget was \$25 million.

Senior Master Sgt. Jerome N. Baker, Robins AFB career enlistment advisor, said re-enlistment rates for Robins as well as the entire Air Force are skewed this year because of the stop-loss program. The stop-loss program allows the services to retain individuals on active duty beyond their date of separation. Senior Master Sgt. Joey

Walker, chief of Air Force retention policy, told Baker that the Air Force isn’t tabulating retention data for fiscal 2002 because of stop-loss.

Numbers Baker supplied show that since 1997 Robins consistently exceeds Air Force rates for retention. For fiscal 2001, Robins’ rate for first-term airmen was 62 percent compared to the Air Force’s 56 percent.

Robins’ rate for second-term airmen was 70 percent compared to the Air Force 69 percent. For career term re-enlistments, which are any terms after the second, Robins had a rate of 93 percent compared to the Air Force’s 90 percent.

Sweet rewards

Robins Elementary School Principal Jeanne Roberts promised her students she would allow them to cover her with cream from head to toe if Robins Readers reached this year’s reading goal of 3 million minutes. The students exceeded that and read a total of 3,019,440 minutes.



U.S. Force photos by Sue Sapp
Above, Robins Elementary School Principal Jeanne Roberts gets creamed by her students. At left, Matt Besemer and Dwayne Kidd hold up signs as they await their turn at creaming Roberts.

Avionics gets in “Software Sweet 16”

By WR-ALC Avionics Directorate Software Engineering Division

The Avionics Management Directorate’s Software Engineering Division, LYS, was recognized as one of “software sweet 16” finalists in the recent Software Technology Conference in Salt Lake City.

Sponsored by Crosstalk – The Journal of Defense Software Engineering, the competition announced winners of its 2001 U.S. Government’s Top Five Quality Software Products.

There were 87 nominations received in Crosstalk’s search for the top five government projects. Each nomination was scored by at least three professionals from the Software Technology Support Center at Hill Air Force Base, Utah.

Each entry was judged on customer value, performance, technical value and customer feedback. From this scoring, the top one-third of nominations was

selected. The project customers were contacted to ensure product satisfaction and their high regard for the project teams. The remaining top nominations, along with their customer questionnaires and additional information, were sent to seven judges, scored from one to 100 and ranked from one to 16.

The LYS entry was an upgrade for the Special Operations Force Systems Program Office. The interactive defense avionics system/multi-mission advanced tactical terminal is a modification to the MH-53J Pave Low III aircraft and is now designated as PL-IV.

The IDAS/MATT upgrade program incorporated the PL-IV aircraft system onto the PL-III simulation network. This upgrade makes possible the software maintenance of the operational flight programs of the MH-53M weapon system.

See SWEET 16 ... Page A-6

CSAF survey results show improvement

Results went up in almost all areas

Air Force Print News

WASHINGTON — More than 279,000 Air Force active duty and civilians spoke their mind about issues affecting their day-to-day work in the 2002 Chief of Staff of the Air Force Organization Climate Survey.

Results of the survey, which ran from Jan. 22 to March 8, were briefed to Gen. John P. Jumper, Air Force chief of staff, in May.

“This survey provides me and leaders at all levels in the chain of command critical information on how we are doing in our organizations,” Jumper said. “We plan to use these results to make our working environments better for all Air Force people.”

Overall, this year’s survey results went up in almost all areas as compared to the 1999 results. Participants rated questions from “strongly disagreed” to “strongly agreed.” The highest-rated area was unit performance outcomes. Ninety-three percent of the people agreed they are getting the mission done and are doing it well. The area rated second highest was jobs, at 91 percent, which indicates people find their jobs motivating, important, interesting and challenging, said officials.

But, only 72 percent of the respondents agreed about the adequacy of resources. Officials believe this is an indication that respondents are working hard, but think they do not have enough people to get the mission done.

Results of the survey were sent to commanders Air Force-wide on May 24.

“Once the commanders have the results in hand, they are urged to share the results with troops

through feedback sessions, and translate the information into action,” said Lori Marcum, survey team leader.

Marcum said a primary goal of the survey was to make sure commanders at all levels are provided the necessary tools to take advantage of this valuable information.

Survey officials took great care to protect the anonymity of respondents. Officials said this resulted in the survey having the highest response rate to date with more than 65 percent of the Air Force participating, almost double the response rates of either the 1997 or 1999 surveys.

Resources and unit recognition are areas where the Air Force has historically not fared well; however, there is an upward trend in this the results of this survey compared with previous surveys. While resources were rated low, when asked the question, “Do I have enough time,”

the rating is up from prior surveys, which is an indication work processes are improving. In the recognition area, 72 percent of respondents agreed they were being recognized — officially or unofficially — for exceptional performance by their chain of command.

In the unit leadership section, 78 percent of respondents agreed leadership in their chain of command, influenced the direction, people and culture which officials say shows trusted in their commanders.

Supervision is typically evaluated two ways: managing resources and taking care of people. Most respondents felt their supervisors looked out for their best interests. In fact, 82 percent agreed their



Jumper

“We plan to use these results to make our working environments better for all Air Force people.”

Gen. John P. Jumper
Air Force chief of staff

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Countdown to MSEP – 16 Days

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Robins Pride – Pick it Up, Clean it Up, Make it Shine!



Good housekeeping includes proper waste disposal

Environmental Management

Good housekeeping is one of the emphases of the Maintenance Standardization Evaluation Program.

Proper hazardous material and waste management is an element of good housekeeping.

Proper procedures for turning in excess, expired or unwanted hazardous materials should always be followed and are no different for the upcoming MSEP than for any other time. Some materials can be reused while others should be discarded. Each unit's environmental coordi-

nator, as well as the hazardous materials cell, can help determine if material can be used by other organizations.

"Through the freebee program, other organizations can sometimes use your excess, expired or unwanted materials, saving both the cost of purchasing the material for the receiving organization, and the disposal expenses for your organization," said Bill Downs, chief of the hazardous materials, or HAZMAT, cell.

After contacting the HAZMAT cell, and determining the material can be reused, information concern-

Numbers to call

■ Hazardous materials cell at 926-5794

■ Defense Reutilization and Marketing Office at 926-5162

■ Hazardous Waste Processing Facility at 967-1143

ing the materials will be posted on the HAZMAT bulletin for up to 30 days.

If the material is not utilized by another organization, it will be turned in to the Defense Reutilization and Marketing Office.

The material turned in to DRMO must be unused and unopened; however, it may have an expiration date.

Material Safety Data Sheets must be provided for any material turned in.

The hazardous waste processing facility must be contacted to turn in hazardous materials that have been opened, used or are leaking. This facility will provide a hazardous waste label and an appropriate Department of Transportation container for the material.

"Proper handling and disposal of hazardous waste is the law and

should be taken seriously. Federal employees can be, and have been, prosecuted on an individual basis. Persons improperly disposing of hazardous waste are subject to civil penalties and/or criminal action," according to Derek Stotts of the base legal office.

"Proper hazardous waste and hazardous materials turn-in is the key to environmental protection," said John Gullock, the Robins Air Force Base Hazardous Waste Program manager. "When you do it...do it right the first time. That is the best advice for everyone involved in the process."

Military ball tickets on sale through July

Tickets are on sale now through July 24 for the military ball.

The ball will take place at 6:30 p.m. on Aug. 3 at the Museum of Aviation Century of Flight Hangar.

Tickets for on base personnel are available from your organizational ticket monitor or, if your organization is not listed, by contacting Linda Shaw or Phyllis O'Neal at 926-3826.

Community personnel interested in attending should contact their local Chambers of Commerce for individual and table sales.

For additional information, visit the Robins home page.

The following people are contacts for their respective organizations: Capt. Kim McMahon, 116th Bomb Wing, 926-0321; Senior Airman Amy Mackey, 19th Air Refueling Group, 327-2958 or 327-2959; Chief Master Sgt. Henry Leopard, 5th Combat Communications Group, 926-4849;

Master Sgt. Jonathan Sullivan, 653rd Combat Logistics Support Squadron, 926-5046; Master Sgt.

Connie Morman, 93rd Air Control Wing, 327-3795; John Hein, AE, 926-0278; Darlene Farrell, BC, 926-5873; Jean Haggard, FM, 926-2395; Carolyn Bowser, inspector general, 926-5111;

Capt. Joe Blackwell, judge advocate, 926-0631; Lt. Kenny W Hamlett, LA, 926-7050; Kathi Lyles, LB, 926-2322; Lt. Al Solorzano, LE, 926-7671; Capt. Mark Thurbush, LF, 926-6913;

Al Lees, LG, 926-3074; Lt. Carl Armstrong, LH, 926-7700, ext. 1755; Lt. Sarah Shelton, LJ, 926-6491; Master Sgt. Robert E Ireland Jr., LK, 926-2602; Darlene Rhodes, LN, 926-5948;

Master Sgt. Dennis Plucinski, LR, 926-8208; Maj. Tighe-Smith, LU, 926-6064; Staff Sgt. James Circle, LY, 926-3687; Staff Sgt. Kenya Hall, PK, 926-9510; Lee Hamilton, QL, 926-8742;

Antoinette Simmons, RE, 926-1274 or 926-0808; Capt. William (Bill) E. Holt, TI, 926-4467; Mary G. Davidson, XP, 926-5537; Joy Hortman, XA, 926-4028; Chris Redmond, DISA Det WR, 926-8021.

Off-duty safety critical to Air Force record

By Master Sgt. Ron Tull
Air Force Print News

WASHINGTON (AFPN) — The annual 101 Critical Days of Summer safety campaign opened on a sour note over the Memorial Day weekend with a fatal motorcycle accident.

Although the one fatality is an improvement over the three off-duty fatalities for the same period last year, the Air Force is experiencing a bad year for off-duty accidents, according to John Russell, the Air Force's chief of ground safety.

The Air Force lost 56 airmen to a combination of on- and off-duty accidents in fiscal 2001. As of May 28, the Air Force had lost 54 airmen to off-duty accidents alone in fiscal 2002.

"We really need to have a strong showing during the '101 Critical Days'

to hold those numbers down," Russell said.

"Otherwise we very well could exceed our mishap experience going back eight to 10 years."

According to Russell, Air Force members are experiencing many more private vehicle mishaps than normal, and the trend is high speed and loss of control.

In an effort to reverse this trend, the Air Force is reassessing all of its driving programs through an integrated process team. The team will focus on ways to target young male airmen aged 18 to 24 — the profile of the individual most likely to be involved in a fatal accident.

"It's very obvious to us that all of these mishaps could've been prevented," Russell said. "The message we want to get to the troops is that they've got to spend more time doing personal

risk assessments of both their on- and off-duty activities."

Five of the accidents this fiscal year caused multiple fatalities, killing two Air Force members in each instance.

"We see those events as tragic missed opportunities where the passenger could have influenced the outcome," Russell said.

Statistics do show fewer accidents involving alcohol than in many previous years; 13 of 54 off-duty fatalities were alcohol-related, he said.

While the Air Force studies how to meet the challenge of preventing off-duty mishaps, the on-duty mishap numbers are not as high.

"We're showing five fatalities so far," Russell said. "Although our current on-duty experience is not good, our five-year averages show an experience of six fatals per year.

ROBINS BRIEFS

Base road construction

Contractors will be performing construction on Warner Robins Street from 10th to 12th streets July 10–31. There will be one lane of traffic in the area the contractor is working in. Flag men will be directing traffic in the construction zone.

Change of command

78th Security Force Squadron Pass and Registration will be closed

7:15 a.m. 12:30 p.m. on June 21, for a change of command ceremony.

Motorcycle class

There will be a motorcycle class June 20-21. Sign up through Pass and ID at Security Forces. Military personnel have priority over all other personnel. Motorcycles will be inspected on June 20. Inadequate tire tread depth is the most common cause for being declined the opportunity to perform range exercises.



Submissions to the Rev-Up are due by 4:30 p.m. Monday to be considered for publication in that Friday's paper. Contact one of the following people to get news in the Rev-Up:

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Water limits still in effect

By the 78th Civil Engineer Squadron

Water use restrictions are still in effect as Georgia enters its fifth straight year of drought conditions.

Outdoor water use is not allowed from 9 a.m. to 8 p.m. on Robins Air Force Base. Address-based odd-even watering is allowed during other hours. The day starts and stops at midnight. For example, a house at 1191A Pool Drive can water from midnight to 9 a.m. and from 8 p.m. to midnight on an odd-numbered date and not at all on an even-numbered date.

Robins sought and received permission to modify outside watering hours to match its peak usage times, when the base population surges to more than 20,000 people. These times increase conservation by decreasing evaporation losses, allowing the base system to meet the demand while preserving the base’s water aquifer.

Water use restrictions also continue throughout Georgia. Since Jan. 1, 2000, rainfall has been well below normal across the state. The Georgia Environmental Protection Division kept the statewide watering restriction in effect on all water systems including Robins AFB. The base produces its own water just like any other city. Robins relies on six wells and four water towers to generate and distribute the water needed for everything from fire suppression to coffee.

The 78th Civil Engineer Squadron passed along a few steps to aid in the water conservation effort:

Make sure plants have a 3-to-5-inch supply of mulch over the roots. This will hold moisture and prevent evaporation.

Avoid shallow watering – it’s the worst thing you can do for plants.

Water between 8 p.m. and 9 a.m. only. Less water is lost to evaporation during these times.

Direct water to the roots. Drip or trickle irrigation or a soaker hose are efficient ways of watering. Drip irrigation uses 50 percent less water than conventional sprinklers. Using a timer installed on outdoor faucets to control the period of irrigation is a great way to prevent the unnecessary use of water.

Take extra care to water only grass and plants. It’s been proven every year that no matter how much water is applied, sidewalk and roads just don’t grow any bigger.

Be on the lookout for costly water leaks. If it’s in base housing, contact ACC Maintenance at 923-8033. If it’s anywhere else on base, contact CE Customer Service desk at 926-5657.

The 78th Civil Engineer Squadron has already instructed the grounds maintenance contractor to adjust the watering times of irrigation systems across Robins AFB to run between 8 p.m. and 11 a.m. Because of sheer number of systems – 106 — and the fact that about one-third of them are manually operated, strict adherence to the watering window is not possible. However, the contractor has given the 78th its assurance he will do his absolute best.

If the drought continues to worsen, Robins will implement a three-phase water-rationing plan. The base is in phase one now. Some of the higher phase measures include a more restrictive outdoor watering schedule, restriction of vehicle washing and encouraging the use of showers instead of baths. For more information, view AFI 32-7064 on the Web site: www.mil.robins.af.mil/imweb/rafbpub.htm#32.

OEF firefighters stay sharp through training

By Senior Airman Matt Donegan
Air Force Print News

OPERATION ENDURING FREEDOM — “Attention in the station, attention over the air — alarm activation, Bldg. 4200. Possible victims. Fire is on the west end. Time, 5:01.”

The booming voice of Staff Sgt. Roosevelt Marks fills the alarm emergency room and echoes through Fire Station No. 1 on the flight line at Al Udeid Air Base, Qatar. Pumper crews spring into action, hightailing it to the hangar-like bay area where six mammoth trucks and a dozen fire poles seem to cry out for action.

Airmen lift open compartments on the side of a T-3000 crash truck and grab pieces of their “bunker gear.” Faster than most mortals could get into street clothes, the troops throw on triple-layered, shiny, silver pants, matching fire-retardant jackets and black, insulated-rubber Firewalker boots as they climb aboard the beast of a truck and head to the scene of the fire.

Point of note
Staff Sgt. Roosevelt Marks, mentioned in the first paragraph, is from Robins Air Force Base.

The training scenario is routine for the men and women of the 379th Expeditionary Civil Engineer Squadron’s fire department. Daily temperatures approaching 120 degrees do not stop the crews from each donning 50 pounds of personal protective equipment including helmets, gloves and air packs and pulling hoses to put out fires that do not really exist. This is the price they must pay during their OEF deployment to “stay fresh” on what they’ve learned, said Airman 1st

Class Jason Moore, a two-year Air Force firefighter on his first deployment.

There are no facilities to conduct live fire training here, so exercise simulations like carrying “injured” crewmembers from KC-10 Extender aircraft serve to keep them sharp. Still, Moore said he does more training here than at his home station at Charleston Air Force Base, S.C., and has learned a few new things.

“We always train and always throw in (variations) because a real fire never goes the way it’s planned,” said Moore. “Here we get to train with multiple aircraft that most of us don’t have a chance to work with. We get to know a lot about each aircraft — its shutdown procedures, how to gain access to it. The only differences about doing this job deployed are longer hours and being around different people and aircraft. Overall, it’s the same job as back home.”

Marks, the alarm-room technician, became a father five months ago and has been here for 72 days, about half his daughter’s life. But do not feel sorry for him, he said.

“This is one of the best jobs even though we’re away from our family because we make family here,” he said. “If there is one fire department guy from Alaska who comes here alone, he’s already a part of the family because he’s with the fire department.”

From behind his desk littered with phones, Marks can point and click on his computer and disconnect water and



U.S. Air Force photo by Staff Sgt. Danielle Upton

Tech. Sgt. Jim Giddens, front, and Staff Sgt. John Truesdale Jr., both from the 379th Expeditionary Civil Engineer Squadron fire department, train on the flight line at Al Udeid Air Base, Qatar.

turn off electricity for any building around base. He is the one people call when there is something wrong. Marks, a station captain back at Robins AFB, Ga., can even listen to air traffic controllers and pilots communicating on a couple of radios on the opposite side of the second-level room and can actually hear about an in-flight emergency before anyone calls him about it. Even with all the cool toys, the position is a big adjustment.

“Sitting still and not being on the truck is the hardest part,” he said. “I’m used to getting on my bunkers and jumping on the truck.”

The 35 people in the department

include firefighters from Charleston; Robins; Columbus AFB, Miss.; Kadena Air Base, Japan; and Fairchild AFB, Wash. They work on a three-shift schedule with 48 hours on and 24 hours off.

“We’re on call 24 hours a day, it doesn’t matter what time,” said Tech. Sgt. Jim Giddens, assistant chief of operations.

Giddens likes to conduct training in the early morning or at night when the weather is not so hot.

“The heat of the day really breaks guys down and that’s just all the less they have if a real fire breaks out,” said Giddens. “We don’t want to kill anyone.”

Air Force studies leasing options to replace aging tankers

By Staff Sgt. A.J. Bosker
Air Force Print News

WASHINGTON — Many people who drive older cars with higher mileage are all too familiar with the constant maintenance and high costs necessary to keep their vehicles running.

Now imagine keeping the same car for more than four decades and driving it every day as a primary means of transportation.

The Air Force is facing a similar situation with some of its tanker aircraft that entered service in the late 1950s during the Eisenhower administration. The service's KC-135E Stratotankers, the backbone of its tanker fleet, have an average age of more than 43 years and are very costly to maintain, according to Air Force officials.

Plans for replacement

The Air Force had planned to purchase replacement tankers in fiscal 2008, but the events of Sept. 11 and the resulting increase in the operations tempo have raised concerns about the aged fleet of aircraft.

“Over the past six months, the (KC-135 fleet) has flown more than 15,000 sorties, 45 percent more than during the same time period last year,” said Air Force Chief of Staff Gen. John P. Jumper, during a recent breakfast with defense writers. “We are at a point now with about 140 of these older-type tankers facing extended periods of time in the repair cycle,” Jumper said. “The repairs that used to take six or eight months are now taking

more than 400 days to complete, and it's costing us a whole lot of money.”

According to the general, the Air Force is trying to figure out a way to avoid the growing costs of maintaining such an old fleet.

The Air Force has conducted numerous studies to project future costs to operate the KC-135 fleet and all of them project increasing costs to maintain and operate these aging aircraft, according to Marvin R. Sambur, assistant secretary of the Air Force for acquisition.

The service is not alone in worrying about the spiraling maintenance costs.

“After Sept. 11, (the Air Force) was asked by Congress how it could jump-start the recapitalization of its aging KC-135 fleet, and considered the opportunity of leasing,” Sambur said. “A proposal was developed to lease 100 Boeing 767 aircraft to replace the most maintenance-challenged tankers.”

Congress included in Section 8159 of the fiscal 2002 Appropriations Act, which became public law, guidelines for the secretary of the Air Force to pursue a lease for 100 tankers. It also stated that final lease arrangements could not commence until a report was given to the congressional defense committees outlining plans for

implementing the lease.

The report would include the terms of the lease and conditions of the proposed contracts, as well as describe the expected savings, if any, by comparing total costs of leasing with the outright purchase of the tankers themselves.

To further ensure any lease entered into is a good deal, the secretary would be required to deliver a report to Congress, one year after the first tanker is delivered, describing the status of the lease. Reports would also be required every year for the entire term of the lease.

Keeping costs down

According to Sambur, leasing the 767s now rather than buying them would result in significantly lower initial costs, making the aircraft more affordable and speeding the new aircraft to the war fighter.

“It would give us the world's newest and most capable tanker, increasing availability, reliability and fuel offload, all with a far lower support cost,” he said.

“Fielding the 767 as soon as possible would also allow the Air Force to accelerate retirement of the oldest KC-135E's, avoiding an estimated \$3 billion in anticipated maintenance costs,” Sambur said.

Sambur rebuffs claims by critics



Courtesy art

An artist's rendering of the Boeing 767 tanker/transport shows it refueling F-15E Strike Eagles. The Air Force began negotiations with Boeing on April 2 to determine if leasing 100 of the tankers is an economically and militarily viable short-term alternative to purchasing new tankers. The Air Force needs new tankers to replace its more than 40-year-old KC-135E Stratotankers.

who have called this initiative “war profiteering” and a bad deal for taxpayers.

“The fiscal 2002 Appropriations Act provided the Air Force with the authority to pursue an operating lease but didn't provide funds for that lease,” Sambur said.

“It just allows us to discuss a possible lease with Boeing for 100 of their 767 aircraft to be converted into tankers and draft the terms of such a lease.” The Air Force began lease negotiations with Boeing on

April 2, but a final agreement has not yet been reached.

“We won't ask the Senate and House defense committees for funding unless a leasing arrangement that is in the best interests of the taxpayers can be negotiated satisfactorily,” said Secretary of the Air Force James G. Roche.

“If we can't negotiate a good deal that increases our military capability and makes good business sense, then we will return to our earlier plans.”



Courtesy photo
Patsy Reeves, contracting director, and retired Maj. Gen. Richard Smith participate in a panel discussion at the Warner Robins Air Logistics Center Avionics Directorate Partnership Day.

Avionics partnering transforms alliances

Conference lays groundwork for new joint efforts

Mark Ferris
Avionics Directorate

The Avionics Partnership Day, hosted by the Warner Robins Air Logistics Center Avionics Directorate, LY, was held on May 29.

The conference laid the groundwork for new and innovative Air Force-industry partnering efforts to measurably improve avionics logistics support in areas such as increased availability and total ownership cost.

By all accounts the day was a tremendous success, officials said. Participation was outstanding, with nearly 50 representatives from 25 of LY’s most critical defense contractors, including key small businesses.

WR-ALC participants included the executive director, the directorates of Logistics Management, Reengineering, Plans and Programs, Electronic Warfare, F-15, Space and Special Systems, and the recently established Acquisition Center of Excellence.

Participants of the conference were taken on a tour of LY’s depot facility. They also listened to discussion about the importance of avionics and a partnership between WR-ALC and industry.

Bill Cromer, LY deputy director, set the tone of the day, emphasizing the critical nature of LY’s avionics systems. He highlighted challenges and stressed that the time has come for a collaborative approach in which government and industry leverage one another’s strengths and form true alliances which share cost and program risk.

Patsy Reeves, director of PK, characterized the WR-ALC-industry relationship as “excellent” and expressed kudos to contractors for their support of Operation Enduring Freedom. Reeves also framed a number of promising transformation initiatives such as strategic sourcing.

Bob Zwitch, LY Support Division chief, presented LY’s long-term plan for technology insertion. He also provided contractors with an overview of some of LY’s problem-solving success stories. Bobby McDonald, TRW, also discussed modernization via improving technology in avionics.

Sam Rhodes, representing Raytheon, discussed commercial acquisition and Harry Gregory of Collins Aviation addressed performance-based logistics. Richard Somers of Southwest Research Institute gave examples of broad alliances that include sub-contractors in the mix. Joanne Walter, a speaker from National Cash Register,

provided a non-Department of Defense perspective, citing proven solutions applicable to both the retail sector and the Air Force.

Retired Maj. Gen. Richard Smith, keynote speaker, emphasized the need to assure that tomorrow’s Air Force is as ready as ever to face America’s challenges. Audience feedback about Smith was overwhelmingly positive, said Lorraine Andrews, Avionics Contracting Division chief.

Contractor and government participants ended the day anxious to further explore potential, new and innovative partnering relationships to improve war fighter support at an affordable cost in the long term, said Col. Dave Nakayama, LY director.

Unit accounts for money, pays vendors

By Airman 1st Class Sarah Clark
363rd AEW Public Affairs

PRINCE SULTAN AIR BASE, Saudi Arabia — Everyone knows where to go to get checks cashed.

However, many people don’t realize the 363rd Air Expeditionary Wing Comptroller Division, along with the 363rd Expeditionary Contracting Squadron, also ensure Prince Sultan Air Base has electricity, food and other necessities many take for granted.

The comptroller division’s mission is to provide the base with professional customer service and accounting support while facilitating the appropriate procurement of resources and services the 363rd AEW needs to accomplish the mission.

There are four different sections of the comptroller division — customer service, disbursing, accounting liaison and budget.

One of the more visible sections is the disbursing section, also known as the cashier cage. Although most people use the cashier cage for cashing checks, its primary function is paying vendors.

“We handle all the disbursements the wing may require,” said Master Sgt. Kelly Ross, 363rd AEW paying agent. “I pay the bills.”

Another visible area of the comptroller division is customer service. The customer service section handles a variety of issues such as processing entitlements, reviewing travel vouchers and answering people’s questions about



U.S. Air Force photo by Airman 1st Class Sarah Clark
Senior Airman Rebekah Wilson and Tech. Sgt. Lisa McCurdy, 363rd Air Expeditionary Wing Comptroller Division accounting liaison office, discuss payments for an Arab Commercial Enterprises Travel bill at Prince Sultan Air Base, Kingdom of Saudi Arabia. Wilson and McCurdy are deployed from Robins AFB, Ga. in support of Operation Southern Watch.

pay.

“We act as a liaison between service members deployed here and their home duty station,” said Senior Airman Jose Gutierrez, 363rd AEW customer service representative. “We’re here because people may have questions about entitlements or they’re effected by stop-loss and haven’t been paid. We can help.”

There is also one representative in the customer service

section designated to assist permanent party people with finance issues.

“I take care of all the needs of the permanent party members assigned to PSAB,” said Tech. Sgt. Chris Hopson, 363rd AEW permanent party financial representative.

A section of the finance office behind the scenes is the accounting liaison office.

“Our primary function is to ensure all vendors are paid in a timely manner,” said Tech.

Sgt. Lisa McCurdy, 363rd AEW chief of commercial services. “We’re also responsible for ensuring money is available to process travel orders and to make purchases for services and supplies from local and stateside vendors.”

Another behind the scenes section, but one that is becoming very important to Prince Sultan AB, is the budget office.

“We are here to make sure the money’s not erroneously spent,” said 1st Lt. Sara Freeman, 363rd AEW budget officer. “We manage the money that (U. S. Central Command Air Forces) sends to this wing.”

All these sections work together to keep PSAB up and running.

“We keep the base operating financially,” said McCurdy. “If we don’t pay the vendors, then we take the risk of certain services being discontinued. This would be a definite setback to the mission,” she continued. “We work very hard to ensure this never happens.”

Next time people cash a check, turn on a light, eat at Burger King or get plane tickets home, they should remember the comptroller division and the work they do to make it all possible.

CSAF

Continued from A-1

supervisors were proficient in the areas of skills planning, organizing, leading and providing feedback.

In the general satisfaction section area, 75 percent of respondents agree they receive a sense of accomplishment and personal fulfillment from the work they do and from the environment that surrounds them.

Survey responses showed little difference between home station or deployed units in key measures such as unit performance perceptions, general satisfaction and characteristics which motivate people to go above and beyond the job without official rewards and recognition.

Also, there was little difference in these measures between deployed areas of responsibility.

The historical section asked respondents who were assigned to the same unit when the 1999 survey results were released if their leaders used 1999 survey results in a positive way.

Forty-one percent agreed the results were used in a positive way; however, 43 percent did not know and 16 percent said results were not used positively.

To ensure accurate analysis of the survey data, the Air Force Manpower and Innovation Agency's survey team worked with experts in the developing aerospace leaders office and department for management at the U.S. Air Force Academy for statistical advice and for reliable question set assistance.

Further analysis showed higher ratings in all outcomes for units in which leaders provided feedback to their people; however, providing feedback alone does not create higher results, said officials.

They said data indicates leaders who listened and implemented ideas and suggestions tended to have higher performing units, more satisfied people and people who are willing to go above and beyond the job without official rewards and recognition.

Sweet 16

Continued from A-1

The MH-53M with IDAS/MATT is the world's most software intensive and technologically sophisticated helicopter.

The continued high mission capability rate, 5 percent over major command goal, of this force activity designator one weapon system is only possible due to the support rendered by the special operations forces extendible integration support environment with the IDAS/MATT upgrade.

Bill Cromer, deputy director of the Avionics Management Directorate, observed that being one of the top 16 software projects in the U. S. Government in 2001 is a strong tribute to the high level of software engineering done at the WR-ALC.

In addition, he said, that it further emphasizes the great partnership between the Special Operations Forces System Program Office and the Avionics Management Directorate and the common goal of outstanding war-fighter support to Air Force Special Operations Command in the war against terrorism.

AIR FORCE BRIEFS

AETC transfers training courses

RANDOLPH AIR FORCE BASE, Texas (AFPN) — Under a plan to consolidate similar training functions, the commander of Air Education and Training Command announced Tuesday the realignment of several technical training courses at Keesler Air Force Base, Miss., and Lackland AFB and Sheppard AFB in Texas.

Gen. Don Cook also announced the transfer of loadmaster training to Altus AFB, Okla., and Little Rock AFB, Ark.

Known as the Centers of Excellence in Technical Training, the plan redistributes training courses and associated resources at AETC bases to align the technical expertise associated with a training discipline at one location, officials said. This change will allow students, instructors and training equipment used for similar courses to be concentrated at a single training center.

The changes bring undergraduate enlisted aircrew training to Lackland. Sheppard becomes the center for all avionics maintenance training, while Keesler becomes the training center for electronic principles, education

and training, and finance. Altus and Little Rock gain basic loadmaster training for their aircraft.

The changes are scheduled to begin this summer and be completed by late 2003 to ensure a smooth transition at all affected locations, said officials. (Courtesy of AETC News Service)

Helicopter crashes, crew survives

PORTLAND, Ore. (AFPN) — An Air Force Reserve HH-60 Pave Hawk helicopter from the 939th Rescue Wing, Portland International

Airport, crashed on May 30 during a rescue operation on Mt. Hood. The six crewmembers survived and were transported from the site to a nearby hospital.

The six crew members are Capt. Grant E. Dysle, pilot; Capt. Kelvin B. Scribner, pilot; 2nd Lt. Ross S. Willson, combat rescue officer; Staff Sgt. Andrew V. Canfield, pararescue specialist; Staff Sgt. Darrin Shore, pararescue specialist; and Staff Sgt. Martin M. Mills, flight engineer. Dysle, Scribner and Willson were treated and released. The other three are still hospitalized but are in stable condition.

Customer service has two sides

“Customer service” is one of those intangible qualities that can make or break an organization, even a base organization, no matter how useful or desirable that organization’s product may be.

Just think of how many times you’ve had a lunch order screwed up; or called an insurance company to ask a simple question and realize you’re explaining your concerns to the most indifferent person in the world; or tried to speak with your computer manufacturer only to be put endlessly on hold. It doesn’t take too many of these incidents, sometimes only one, to deny that particular establishment your business for the rest of your earthly days.

On the other hand, you can also think of the caring veterinarian who listened to your concerns about the health of a pet; or the car salesman who provided some help but allowed you to make your own decision; or maybe even the ticket agent who spent 10 extra minutes with you on the phone to find a cheaper way to get you to your destination.

Without question these are the folks to whom you would bring your needs in the future — which is why they’re successful.

What is customer service

So what is “customer service?” According to Doug Howardell of the ACA Group, an international company devoted to business management training, customer service is “the ability of an organization to constantly and consistently give the customer what they want and need.”

He goes on to explain that excellent customer service is “the ability of an organization to constantly and consistently exceed the

customer’s expectations.”

Limitations from supply

There are some unwritten limitations to this general “customer service” definition, however. First, the supplier must make sure that the product can be delivered constantly and consistently in the first place.

If the customer cannot rely on having what they need when or before they need it, they will quickly learn not to entrust their business to that particular supplier.

This past Christmas season, Internet retailers got a rude awakening when customer demand for products far outweighed the retailers’ ability to deliver. Now, Macys.com, Toysrus.com, Kbkids.com, and a host of other e-tailers are paying more than \$1.5 million in fines as part of a legal settlement with the Federal Trade Commission to compensate for failed delivery promises.

Suppliers must be able to meet the expectations the customers have of them. The flipside of this coin, however, is that the customer’s expectations must be realistic.

The customer must understand the limitations of the supplier from the beginning — such as programming limitations, regulatory restrictions, mission requirements, material and equipment lead times, priority placement, funding, etc. — and that miracles only happen in truly exceptional circumstances. The supplier must be given adequate

“The ultimate goal is to make the customer feel good about doing business with us.”

By Lt. Aaron Reifsnyder
78th Civil Engineer Squadron



quote opportunity to respond to and meet the need.

Customers and suppliers

Every base organization is a customer service entity supplying a product or products to others while at the same time being a recipient of products from others. Here in civil engineering, we are a large supplier of infrastructure support services to every other base agency.

CE is also a large customer — we need communications, medical and vehicular support, as well as a host of other requirements, that, if not provided, prevent the civil engineer from responding to our customers’ requirements. This symbiosis is crucial to the accomplishment of the base mission.

We, as Team Robins, must reach beyond ourselves to help all base customers accomplish their individual missions. Maybe this mandates some internal organizational clarification. We must define what we do and what we want to do ... basically create a vision for the unit — a concise, clear goal for the organization and its members. The critical element is that every member must understand it and support it.

Once everyone is of similar mindset about the goals of the unit, changing procedures and implementing new policy is immeasurably easier. We can then focus on improvement initiatives, such as customer/supplier communication, reduced turnaround times and product adaptation. The ultimate goal is to make the customer feel good about doing business with us.

Communication is important

The importance of communication between the customer and the supplier cannot be underestimated and requires effort on both sides. First, the customer must clearly define their needs and their expectations, fully understanding the difference between needs and wants.

They must utilize the procedures set in place by the supplier to make the request known, and provide feedback to the supplier when they feel that their expectations have not been met.

They must also provide feedback when their expectations were exceeded.

This allows the supplier to refine its processes, keeping the good and modifying the bad to make it good. As our own Jim Culpepper said in a previous Rev-Up article, “we must become a better customer to help our suppliers become better suppliers.”

Absolutely true. Similarly, the suppliers must solicit this feedback and follow up on services rendered. It’s one thing to work a solution — it’s another to ensure the solution works, not only as a fix to a problem but also as peace of mind for the customer. Follow-up assures the customer that they matter even after the transaction is complete.

Free-flowing communication

also allows the supplier to individualize the service in small ways to each customer. Of course major production line processes and established procedures cannot be modified at the whim of every customer, but small aspects of the job can be tweaked to make the customer feel important.

Maybe this entails packaging a part in a different container to allow easier storage for the customer; or providing one person’s name as a point of contact for all questions regarding a customer’s order; or maybe explaining how a computer program is used rather than just installing it.

Exceeding customer expectations will almost always bring them back for more.

Two sides of service

The crux of the matter is that we all need to know the responsibilities of both sides of customer service.

As a customer, we must be clear with our requirements, allow adequate opportunity for our requirements to be met and provide feedback about how those requirements were fulfilled.

As a supplier, we must consistently provide a quality product, assure each customer that they’re the most important customer we have and modify our processes or organization based on the feedback we receive — only then can we better support our brethren across the base.

Since we’re all so dependent on each other here at Robins, the treatment our customers and suppliers receive will come back either to haunt us or help us. We support a nation at war, the premier nation on the planet — we must support each other as well.

Commanders’ Action Line



Col. Bonnie Cirrincione
Commander 78th Air Base Wing

Action Line is an open door program for Robins Air Force Base personnel to ask questions, make suggestions or give kudos to make Robins a better place to work and live. Please remember that the most efficient and effective way to resolve a problem or complaint is to directly contact the organization responsible. This gives the organization a chance to help you, as well as a chance to improve their processes.

To contact the Action Line, call 926-2886 day or night, or for quickest response e-mail to one of the following addresses: If sending from a military e-mail system select, Robins Commanders Action Line from the Global Address List. If sending from a commercial e-mail account (AOL, AT+T, CompuServe, Earthlink, etc.), use action.line@robins.af.mil. Readers can also access Action Line by visiting the Robins AFB homepage on the World Wide Web at https://www.mil.robins.af.mil/action-line.htm.

Please include your name and a way of reaching you so we can provide a direct response. Action Line items of general interest to the Robins community will be printed in the Rev-Up. Anonymous Action Lines will not be processed.



Maj. Gen. Donald Wetekam
Commander Warner Robins Air Logistics Center

Update to early out

Maj. Gen. Wetekam: In the May 24 edition of the Rev-Up, the response to the action line titled “Early out rumors” reflected that, at the present time, voluntary separation incentive pay and voluntary early retirement authority had only been requested for organizations under A-76 study. This response also stated the maintenance reorganization had been put on hold. I want to make clear our efforts to stand up the Maintenance Directorate on Oct. 1 is on target as originally planned. Each year, the civilian personnel office assesses the need for VSIP/VERA authority based upon review of A-76 studies, as well as, any mission or organizational changes that may impact the work force.

Looking ahead, this review will again be made as we approach fiscal year 2003. We appreciate your inquiry concerning VSIP/VERA. If you have additional questions, please contact Bill Lemons at 926-3805, ext. 147.

TSP Problems

Q: I received my Thrift Saving Plan Participant Statement on May 18 and it had someone else’s name, social security number and date of birth on the back. This is all the information someone would need to establish credit in my name or commit identity fraud. This is unacceptable. I would like to request this be investigated at the highest level.

A: Maj. Gen. Wetekam responds: I am aware of the recent problem that occurred as a result of a printer error at the Thrift Savings Plan Service Center in New Orleans. This involved many employees who received the May TSP Participant Statements. It is indeed unfortunate that another employee’s personal information was included on your statement. When the benefits and entitlements section of the civilian personnel office became aware of the problem, it was reported immediately to the TSP Service Center in New Orleans, La., who issues the statements.

Representatives at the TSP Office requested that we ask any employee receiving an incorrect statement to call them and report

the error. This will allow them to isolate the problem and identify those participants who received incorrect statements. The TSP Office has indicated corrected statements will be mailed out shortly to employees affected by this error.

If you wish to speak with a representative at the TSP Office, you may call 504-255-6000, or write TSP Service Office, National Finance Center, P.O. Box 61500, New Orleans, La. 70161-1500. You may also visit their web site at www.tsp.gov.

Traffic Control

Q: It would seem that after all the time since Sept. 11 there would be a better method of controlling the traffic into the base from Highway 247. Instead of having multiple sheriff deputies waving little red wands that are indistinguishable from tail lights controlling the traffic at each of the base access points, why isn’t there one deputy with a manual override for the street lights? The Department of Transportation uses manual override all the time when performing main-

tenance. Why can’t the sheriff deputies? Often the deputies are directing traffic counter to the street lights, which is a confusing and dangerous situation. I believe that using manual light overrides would reduce cost, be safer and much more efficient.

A: Col. Cirrincione responds: Your concern is appreciated. As you are aware, Houston County Deputies have exclusive control over traffic funneling into our base gates, as well as jurisdiction over Highway 247. We are fortunate that we have a solid working relationship with them and are able to work together to handle traffic as best as possible around our gates. Part of this cooperation includes their manually controlling the traffic lights.

However, they make the decisions when and where to override the lights. Thus, while we continue work with the local authorities on traffic management and to enjoy and appreciate their dedicated, professional support, you are welcome to direct any specific suggestions or questions in this area to the Houston County Sheriff’s Department for review.



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Editorial content is edited, prepared and provided by the Public Affairs Office at Robins Air Force Base, Georgia. All photographs are Air Force photographs unless otherwise indicated. News copy, photographs and art work should be sent to the Office of Public Affairs, Robins Air Force Base, Ga. 31098-1662, phone (478) 926-2137, no later than 4 p.m. four days before the publication date for that week. All news copy must be submitted on a diskette in a Microsoft Word format. The Rev-Up is published on Fridays, except when a holiday occurs during the middle or latter portions of the week. For advertising information, write: P.O. Box 6129, Warner Robins, Ga. 31095-6129, or phone the advertising department at (478) 923-6432.

Published by The Warner Robins Daily Sun, a private firm in no way connected with the U.S. Air Force, under exclusive written contract with Robins Air Force Base, Ga., of the Air Force Materiel Command. This commercial enterprise Air Force newspaper is an authorized publication for members of the U.S. military services. Contents of the Robins Rev-Up are not necessarily the official views of or endorsed by, the U.S. government, the Department of Defense, or the Department of the Air Force.

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CloseUp

Friday, June 7, 2002

Rev-Up B-1

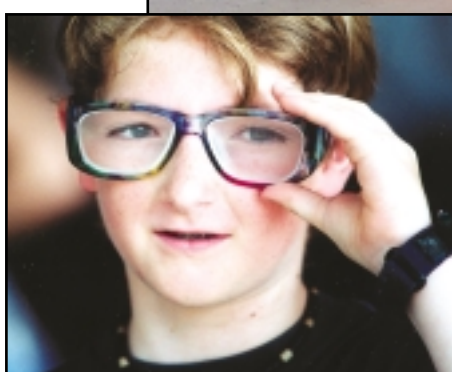


19th ARG uses fun to emphasize safety



Above, attendees to the 19th Air Refueling Group's Safety Fair enjoy hamburgers, hot dogs and other barbeque favorites. The fair was held Monday and kicks off the 101 Critical Days of Summer Safety.

Below, what are you drunk? Andrew Bell tries on a pair of drunk and dangerous glasses, provided by Alcohol and Drug Abuse Prevention and Treatment. Timothy Hackett tries to navigate traffic cones while wearing the glasses that simulate how a person under the influence sees.



Above, Staff Sgt. Greg Pearson watches his 2-year-old, Tanner, fill a bucket with sand at Lake Tobesofkee, where the safety fair was held.

Below, Airman 1st Class Jason Leffall and Sharese Pride enjoy a game of cards. Leffall was sure he was going to win that hand.



*U.S. Air
Force photos
by Sue Sapp*



Alex Riba, 8, takes a minute to meet Smokey the Bear and Sparky the Fire Dog. Smokey and Sparky were on hand to emphasize the importance of fire education.

Volleyball was one of many activities airmen and their families enjoyed at the safety fair that minimized the risks and maximized the fun.



Robins chapel to hold vacation Bible school

78th Air Base Wing

The Robins Chapel will introduce a “SonCanyon River Adventure” program for its vacation Bible school July 8 to 12 from 9 a.m. to 1 p.m. at the Robins Lodge and Nature Center. The program, a Gospel Light presentation, is for youngsters in kindergarten through sixth grade. It will take children on a river trip in fictional SonCanyon. During their river adventure, they will learn survival skills for life based on the book of Proverbs following God’s instruction to choose friends wisely, make peace, show respect and trust Jesus.

The SonCanyon explorers will learn outdoor skills, make canyon crafts, sing canyon songs and play games like “Shoot the Rapids.”

“But the heart of the SonCanyon adventure is the daily Bible lessons that teach kids to trust Jesus as their savior who helps them make wise life choices,” said Tonya Brown, Protestant religious education and program coordinator.

Vacation Bible school is cross-denominational, Brown said. Parents must register their children early in the chapel, not by phone. Registration is open now and will continue through June 28 from 9 a.m. to 1:30 p.m. Class size is limited, Brown said, so parents should register as early as possible.

She also asked for volunteers to fill a variety of roles, including teachers, teachers aides to help with snacks, arts and crafts and music. Those interested in volunteering or those with questions may call Brown at 926-2821.

TV SCHEDULE

These shows will air on Cox Cable channel 15 and Watson Cable channel 15.

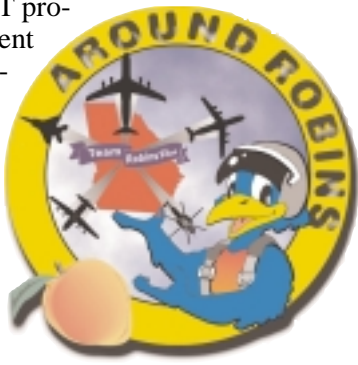


Friday

Robins Report: 8 p.m. – News from around base.

Around Robins: 8:30 p.m. – On this week’s Around Robins there will be a feature piece on the Robins Air Force Base Family Support Center Spouse Appreciation Essay contest and the reception recently held at the officers’ club to announce the winners. Capt. Jamie Braswell, protestant chaplain, talks about the new ASIST program and how it can help prevent future suicides through education. Lindy Kurtz, base dietitian, offers advice for nutritious cooking. And there will be a final look at what the Marines did while they were in the Macon area.

Inside Robins: 9 p.m. – This week’s Inside Robins has an interview with Lt. Col. Paul Dunbar. Dunbar discusses how Robins supports the C-17, if Robins will get modification work for the C-17 and multi-mission capabilities of the aircraft in Afghanistan.



Sunday

12:30 p.m. - **Robins Report**
1 p.m. - **Around Robins**
1:30 p.m. - **Inside Robins**

Monday

Noon - **Robins Report**
12:30 p.m. - **Around Robins**
1 p.m. - **Inside Robins**

MOVIE SCHEDULE

All shows begin at 7:30 p.m.

Tickets are \$3 for 12 and older, \$2 for ages 5-11. Visit the movie schedule online at <http://www.robins.af.mil/services/Events/TheaterSched.htm>.

Today — Life Or Something Like It (PG-13)

Starring Angelina Jolie and Edward Burns.

What’s the most important thing in life? Is it love or is it your career? Is it work or is it your family? Lanie must ponder these questions after a street savant tells her that she will die in seven days. (sexual content, brief violence and language)



Saturday — Jason X (R)



Starring Kane Hodder and Lexa Doig. In the future, Earth is no longer inhabitable. Humans, having no where else to go, have colonized outer space. When a colony receives two cryogenically frozen bodies they defrost them only to discover that one of the bodies turns out to be Jason Voorhees, a psychotic historical mass murderer. (strong horror violence, language and some sexuality)

**No one under 17 admitted to Rate-R movies without an accompanying parent.*

SERVICES ANNOUNCEMENTS

Aero Club

926-4867

Safe Summer Cash-In offers aero club members the chance to win \$250 worth of flying hours or merchandise by attending safety meetings June through September. Bi-monthly safety meetings offer members invaluable information on flight safety as well as an opportunity to network with other aero club members. During the course of the program members will have eight chances to win. A safety meeting is scheduled for June 18 at 6 p.m. For more information on Safe Summer Cash-In or membership, call the aero club.

Enlisted Club

926-4515

Tickets are on sale at the club for the pay-per-view Tyson versus Lewis fight to be aired on June 8 at 8 p.m. Cost is \$5 for members and \$10 for nonmembers.

Press Box is open for dinner 6-9 p.m. every Friday and Saturday for your dining pleasure. Come enjoy fried catfish for \$7.95 today and Saturday, and two-for-one T-bone steak for \$14.95 on June 14 and 15. Reservations are welcome.

A funniest tie contest will be conducted at the Father’s Day brunch on June 16 from 10 a.m. to 1:30 p.m. with Club Manager Al Urolia, as the presiding tie judge. Cost is \$8.95 for members and \$11.95 for nonmembers.

Air Force Club membership scholarship program is underway. Club members and their families can apply for the Air Forces Services sixth annual club membership scholarship program, sponsored by First USA Bank. Three scholarships will be awarded — \$5,000 \$3,000 and \$2,000. Nominees must provide an essay on “Air Force Clubs – How to continue the tradition” and a single-page summary of their accomplishments. Nominations are due to services marketing by July 15. For additional information, call Sherry Trauth at 926-5492. No federal endorsement of sponsor intended.

Expressions

926-0304

Fill out the “Give Us Your Ideas” entry form on page 24 of the June Edge maga-



zine and drop it off at Expressions, located at the base restaurant, for a chance to win a \$10 gift certificate.

Family Child Care

926-6741

In continual support of Operation Enduring Freedom, the co-payment for extended-duty care has been extended to Sept. 30. The EDC provides care for children of active duty and Department of Defense employees required to work late, work weekends, change shifts or are called in to support deployments. It will not be a substitute for regular care, but is an approved intermittent childcare arrangement for those times when parents must work outside their normal schedule. To enroll, parents need a written verification from their supervisors and arrange an interview with an FCC coordinator to discuss child care needs, provider qualifications and program procedures. For more information, call the FCC office.

Information, Tickets and Travel

926-2945

Rally up for the 2002 Squadron Challenge with Robins Air Force Base and the Macon Braves. Through July, military and civilians of any squadron or division can plan group trips to Macon Braves games for a chance to be the best. First sergeants and designated members of various units may purchase tickets from Information, Tickets and Travel. The group with the most participation wins an exclusive VIP party with the team, including giveaways and tickets to future Macon and Atlanta Braves games. Tickets are \$3.50 each. Call Information, Tickets and Travel or ask your first sergeant for more infor-

FAMILY SUPPORT CENTER

Robins Air Force Base Family Support Center-sponsored classes, workshops, and seminars are open to all Team Robins Plus personnel and their eligible family members. Absences from duty sections to attend FSC offerings are the responsibility of the employee to coordinate with his/her supervisor. Because room assignments are subject to change, specific room numbers will be confirmed at the time of registration. The FSC is located on Ninth Street in Bldg. 794, across the street just before the Robins Enlisted Club. Hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. For additional information, or to make a reservation, please call 926-1256.

TAP workshop

The next three-day Department of Labor-sponsored Transition Assistance Program workshop is Monday through Wednesday, 8:30 a.m. to 4:30 p.m. each day, Smith Community Center ballroom. Personnel leaving the military within the next six months need to sign up as soon as possible. Spouses are encouraged to attend.

To make a reservation for this workshop, call 926-1256.

Sponsorship training

The center’s Relocation Assistance Program will offer training for both beginner and experienced sponsors Tuesday, 9-11 a.m., in Bldg. 905, Room 123.

Advance registration is required.

Base and community tour

The center is sponsoring a community tour for all Team Robins Plus members and their eligible family members, on Wednesday, 8:30 a.m. to noon starting at the center.

The tour includes a “windshield” of Macon’s downtown and residential historic district with commentary on the history of Macon and its people, past and present.

To make reservations, call 926-1256.

Single parents group

The monthly Single Parents Networking Group will be on Wednesday, 11:30 a.m. to 1 p.m., base chapel annex.

This monthly lunch meeting is an opportunity for military single parents to network and form a support base. Advanced reservations are not required. Lunch is provided.

UNISERV Thrift Saving Plan briefing to be held

The Personal Financial Management program is offering a briefing on UNISERV Thrift Saving Plan on June 14, 1-2:30 p.m., Bldg. 905, Room 127.

Everyone is encouraged to investigate this great investment opportunity. UNISERV TSP contributions are before tax money and deposits accrue earnings tax free until withdrawn.

Smooth move

The next Smooth Move workshop is on June 19, 8-11 a.m., in Bldg. 905, Room 123. This program is designed for Air Force members on the move. It is three hours of information on how to get from here to there with the least amount of hassle, frustration and stress. Representatives from Military Personnel Flight, Transportation Movement Office, Accounting and Finance, the Housing Office, Legal Office, TRICARE, Family Advocacy, and Air Force Aid Society will be on hand to provide pertinent moving information and answer questions.

Resume construction

A workshop on resume construction will be conducted on June

mation.

The Smith Community Center will host the annual Peach Festival in conjunction with ITT’s yard sale on June 15. ITT yard sales are scheduled on July 13 and on Aug. 3. Tables can be rented for \$7 and set-up starts at 7 a.m.

Save money by making vacation plans with the Armed Forces Vacation Club. A seven-day condominium lease is \$234 per week. Locations are available around the world. For more information, call 800-724-9988 or go online at www.afvclub.com. The Robins AFB AFVC installation number is 79.

Library

327-7379

The base library will hold a children’s summer reading program themed “Where in the world are you reading?” June 4 through July 31. Special meetings will be held every Tuesday at 10 a.m. for the children enrolled in the program. Guests from around the world will speak each week about their different languages, customs and cultures. This nine-week program will culminate with an ice cream party at the library on Aug. 6 at 2 p.m. Drawings at the party will include a bowling birthday party certificate and Robby the Robin beanie toys.

Children must read at least 10 age-appropriate books and at least four meetings at the library to be eligible for the drawings. To register, visit the library, located in Bldg. 905.

Base library will be closed on June 15 for staff training and knowledge enrichment.

Outdoor Recreation

926-4001

Swim lesson registration is underway at equipment rental, Bldg 986. Lessons will take place at Crestview pool. Classes will be held June 11–21; June 25–July 5; July 9–19 and July 23–Aug. 2. Cost for “Mommy & Me” toddler class (ages 2 and 3 years) is \$30 per child. For beginner, intermediate and advanced classes (ages 4-13 years) the cost is \$40 per child.

21, 1:30-4:30 p.m., Bldg. 905. To attend this workshop, participants must have attended the resume research and writing class. To register for this workshop, call 926-1256.

Relocation Assistance Program

The Relocation Assistance Program at the center has base brochures on many Air Force, Navy, Army, Marine Corps and Coast Guard bases. They also have base videos on many Air Force installations around the world available for checkout.

RAP also has a Standard Installation Topic Exchange Service program that has information on all military installations worldwide. Call 926-1256, to order a SITES booklet. Base videos and brochures may be checked out for 48 hours.

Walk-in services are available Monday, Tuesday and Thursday, 1:30–3:30 p.m. Appointments may be made for times other than listed above by calling the Relocation Assistance Program at 926-3453.

Give parents a break

In an effort to help families, the Air Force Aid Society, in cooperation with the Family Member Support Flight, has agreed to provide funding for childcare.

The purpose of this program is to offer eligible parents a few hours break from the stresses of parenting. Parents may use this time to suit their personal needs. Under the program the AFAS will pay the cost of having the base child development center and the youth activities center open the first and third Friday of each month from 6:30 to 10 p.m. for families referred to the program.

Childcare for PCS

The Air Force Aid Society, in conjunction with the Family Support Center’s Relocation Assistance Program and the Family Childcare Program, provides a program on childcare for members in permanent change of station status. The intent of this AFAS program is to provide parents the opportunity to have their child cared for while they are getting ready to leave a base or arriving at a new base. Twenty hours of care per child is paid by the Air Force Aid Society for active duty Air Force. Certificates are issued by base relocation staff to active duty members or spouses on permanent change of station orders and may be used only at the base where issued. Contact Cindy Graver or Royce Smith at 926-3453 for additional information.

Employment assistance program

The Employment Assistance Program provides ways for military spouses, military family members, and displaced Department of Defense civilian personnel to identify skills and interests, plan careers, improve job search skills, and increase opportunities for employment or a career change.

With increased access to employment opportunities and information, this program will help people get a head start on a new career. For more information about this program or to schedule an appointment, call Doug Jones, career focus manager.

Employment assistance

There is a Georgia Department of Labor Veterans Service Specialist in the Family Support Center to assist veterans or personnel within 180 days of leaving the military with their job search. To schedule an appointment, call Jack Tooley at 929-6801.

Register early

Register early for FSC classes since many are subject to cancellation if advance registration is insufficient.

19th Annual Independence Day Concert sure to be a hit

By Senior Airman Rebecca Collins
U.S. Air Force Reserve

The Air Force Reserve Command’s annual Independence Day Concert and fantastic fireworks show is set for July 3, at the McConnell-Talbert Stadium on South Davis Drive in Warner Robins.

Sharing the stage with the Band of the U.S. Air Force Reserve will be the Grammy award-winning and world-renowned vocalist, Gary Morris.

The stadium will open to the public at 6 p.m. The Houston County Honor Band, comprised of select musicians from the county’s four high schools, will perform at 7:15 p.m. and the main stage show starts at 8 p.m. Local radio and television personalities Gerry Marshall and Laura Starling of 99.1 WDEN-FM and Mary Therese of WMAZ-TV 13 will host the show.

The concert is sponsored by the Middle Georgia Newspaper Group, the Warner Robins Civitan Club and the Warner Robins Convention and Visitor’s Bureau. Admission is free. No federal endorsement of sponsors intended.

Expecting a large crowd

According to Allen Tatman of the Civitan Club, a capacity crowd is expected. “Our attendance increases each year and there’s no reason it won’t continue to climb this time around. The show is free and may well be the best Independence Day observance in the state,” he said. Tatman praised the generosity of the many local businesses who help fund the fireworks. “With their support, the fireworks display gets bigger and better every year.”

The stadium bleachers offer plenty of seating and attendees are welcome to bring lawn chairs or blankets for seating on



U.S. Air Force photo by Sue Sapp

Members of the audience at the 2001 Independence Day concert cheer during a performance in this file photo. This year’s concert, which will be held on July 3, is expected to be even bigger than 2001.

the infield. Food and beverages will be available at concessions. Picnic baskets are welcome but will be subject to search. Alcoholic beverages are prohibited.

Shuttle service

The Robins Air Force Base Transportation Office will provide shuttle service for military and Department of Defense civilian personnel from various pickup points on the base to the former Robins West Shoppette located near the stadium’s rear entrance.

Those authorized persons wanting to take advantage of this service may call 926-3493 for details.

Base shuttle service to be available

78th Transportation Office

The 78th Transportation Squadron will provide bus shuttle service from various pickup points on Robins Air Force Base to the July 3 Band of the U.S. Air Force Reserve Independence Day Concert and fireworks display at McConnell-Talbert Stadium, located on South Davis Drive in Warner Robins.

Buses will run on the hour and half-hour, beginning at 6 p.m., from the

commissary parking lot. Stops will be made at the hospital parking lot 5 and 35 minutes after the hour, and at the officers’ club parking lot 10 and 40 minutes after the hour. Buses will be identified by a sign in the windshield.

The Houston County Honor Band, comprised of select musicians from the county’s four high schools, will present a short concert at 7:15, and the main concert will begin at 8 p.m.

The buses will drop off

and pick up passengers at the former Robins West Shoppette, which is about 50 yards from the stadium’s back entrance, at 17 and 47 minutes after the hour. The last bus back to the base will depart the old shoppette area at 10:47 p.m.

The service is being provided as a convenience to all military and Department of Defense civilian personnel assigned to Robins who want to avoid traffic and parking congestion.

For more information, call 926-3493.

CHAPEL SERVICES

Catholic Masses are celebrated at the chapel each Saturday at 5:30 p.m., Sunday at 9:30 a.m., and on Holy Days of Obligation at noon and 5 p.m. and Monday through Friday at noon. The Sacrament of Reconciliation is on Saturday from 4:30-5:15 p.m.

Catholic CCD classes for ages 4 through adult meet every Sunday from 11 a.m. until noon — from September through May — at Robins Elementary School.

Protestant services take place every Sunday at: 8 a.m. inspirational; and 11 a.m. traditional.

Protestant religious education classes for people of all ages meet every Sunday — from September through May — from 9:30-10:30 a.m. in Bldg. 905.


Jewish service time is each Friday at 6:15 p.m. at the synagogue in Macon.

Islamic Friday Prayer (Jumuah) is each Friday at 1:30 p.m. in the chapel annex Rooms 1 and 2.

Community fellowship and Bible study is held at

5:30 p.m. Wednesdays for the following groups: adult mixed, adult singles, adult women, youth and elementary school children. Free dinner is served from 5:30 to 6:30 p.m. Bible study follows.

The chapel helps with any spiritual needs that arise. For further information, call the chapel at 926-2821.



Submit planner information, honor rolls, features and bulletin board items to Rebecca Yull, Rev-Up associate editor, Bldg. 215, Room 106. Also e-mail at rebecca.yull@robins.af.mil or fax to 926-9597.

Sports day brings out the best of Robins

Tug-of-war

Tug-of-war was one of the many events held at sports day. At far left, 78th Mission Support Squadron placed third in the tug-of-war competition. At left, the 53rd Combat Communications Squadron finished second in the tournament.

The 653rd Combat Logistics Support Squadron pulled the hardest to come out the champions of tug-of-war.



Robins Air Force Base Sports Day was held on May 31. The events of the day included tournaments in tennis, softball and tug-of-war. There were also foot races, sand volley ball, racquetball, golf, skeet shooting, three-on-three basketball, sumo wrestling, bowling and a bed race.

- The final standings of the day were:
- First place – 53rd Combat Communications Squadron
 - Second Place – 653rd Combat Logistics Support Squadron
 - Third place – 78th Services Division

Bed Race



Maj. Tony Kaplan, services division deputy chief, is pushed by Kevin Huggler, Robert Willis, Beau Sullivan and A.J. Pitchford, life guards with the 78th Services Division.

Softball

Tony Vaderstok, 116th Bomb Wing, takes a crack at the ball.



Tennis

Senior Airman Paul Miller, competes in the tennis tournament held during sports day.

- Bed Race finishers**
- ✓ **First** - Services Division
 - ✓ **Second** - U2 Dragon Lady
 - ✓ **Second** - 78th Communications Squadron
 - ✓ **Third** - 78th Civil Engineering
 - ✓ **People's Choice** - U2 Dragon Lady

SPORTS BRIEFS

Pine Oaks Golf Course 926-4103

A Senior Golf Championship tournament will be held June 8-9 with net and gross divisions. This event is open to all active duty and retired military and dependents 50 years of age and older. The tournament fee is \$30 for annual green fee members and \$45 for guests, cart not included. Tee times are between 8 and 10 a.m. Call the golf course to register.

Robins Lanes

926-2112

Beat the heat with bowling center summer savings. Get a stamp for every snack bar, pro shop or open bowling purchase costing more than \$2. Collect five stamps for a chance to win up to \$500. \$200 in cash prizes will be awarded on July 8 and 19 and on Aug. 2 and 16. The grand prize of \$500 will be awarded on Aug. 30. Participants must be 18 years of age or older. Call the bowling center for complete details.

●●●
Father's Day means fun for the family on June 16 when dads bowl free with paid children's games.

●●●
YOFAM bowling, kids 12 and younger bowl for \$1 when accompanied by an adult paying regular price. Limit two kids per adult.

Youth Center

926-2110

Registration will be conducted July 6 through 13, 3–6 p.m. for the following sports: youth cheerleading, ages 10–12; youth tackle and flag football, ages 11 to 12 for tackle and ages 5–10 for flag. The cost is \$45 for members and \$50 for nonmembers. Youth fall soccer, for ages 5–18, costs \$50 for members

and \$55 for nonmembers. A dedicated commissioner and coaches for cheerleading, football and soccer are need-

ed for the fall sports program. No experience is required and training will be provided. Call for more information.

U.S. Air Force photos by Sue Sapp

ROBINS BULLETIN BOARD

Cub Scouts need camp volunteers

The Cub Scouts are looking for volunteers to assist with the summer day camp at Camp Benjamin Hawkins, Monday through today.

The summer day camp provides an opportunity for Cub Scouts from the Big Indian Creek District of the Central Georgia Council to participate in a variety of scouting activities. These activities allow the cub scouts to earn belt loops and to complete requirements for Cub Scout rank.

Volunteers are needed with certification as medical technicians and life guards. There is also a need for adults 18 years of age or older to help as den leaders. Volunteers may help for a day or the entire week.

Permissive TDY IAW AFI 36-3003, Table 7 Rules 31 and 32 is authorized.

If interested, contact Senior Master Sgt. Patrick Dreer at 329-8099, or e-mail him at patrick.dreer@afrc.af.mil.

IMA appreciation day

A lunch will be held in appreciation of all activated IMAs as well as all the IMAs, Reserve and Guard unit members who have volunteered to be on Mandays to support Robins.

The lunch is at noon today at the Robins Park Pavilion Area.

Dixie Crow tuition assistance available

The Dixie Crow Chapter of the Association of Old Crows has recently established a \$250 enlisted tuition assistance grant.

The grant is for active duty enlisted personnel stationed at Robins Air Force Base in the rank of E-4 and above who are pursuing a degree related to electronic warfare or information superiority.

The program is intended to complement the Department of Defense Tuition Assistance Program and the Air Force Boot Strap program. Applications may be picked

up at the base education office in Bldg. 905.

Mail applications to Dixie Crows, P.O. Box 1331, Warner Robins, Ga. 31099-1331.

Deadline for summer semester applications is on June 15.

Museum needs volunteers

The Museum of Aviation Flight and Technology Center is seeking volunteers to meet and greet visitors daily from 9 a.m. to 5 p.m. Monday through Sunday.

Tour guide opportunities are available as well as special function opportunities. For additional information, contact museum director of protocol and volunteers, Judye Blackburn at 926-4242 or 926-6870 for additional information on how your time and talents can be used.

VFW offers free membership

The Veterans of Foreign Wars Memorial Post 6605 on 1011 Corder Road welcomes all personnel returning from Operation Enduring Freedom and all eligible active duty veterans to join the post under the Military Incentive Program. The VFW is offering a free membership to all eligible active, Reserve, and Guard members for this year.

ALS positions available

The Robins Airman Leadership School is seeking qualified staff sergeants looking for dynamic career-broadening experience and a change of pace.

One flight instructor position is available for immediate hire, with two additional positions becoming available within the next 12 months. All qualified applicants will possess a minimum of an associate's degree and not be on any physical profile waivers.

All interested staff sergeants should submit a resume' with cover letter, transcripts, letters of recommendation, and personal data to the ALS. For further information, call 926-6515.

ROBINS CLUBS

Aerospace Toastmasters Club - meets the second and fourth Wednesdays from 11:30 a.m. to 12:30 p.m. in the Support Equipment and Vehicle Management Directorate conference room 1, Bay D15, Room 1-E. To develop or polish your speaking and leadership skills call Keith Dierking at 926-0420 or Brenda Smith at 926-6884, ext. 724.

Federal Managers Association - meets periodically. A variety of speakers provide information to ensure excellence in the federal workplace. For information, call Jan McDaniel, Ext.926-2564.

Major General Joseph A. McNeil Chapter of Tuskegee Airmen Inc. — meets the third Wednesday of each month, at 11:30 a.m. at a location designated by the executive board. For more information, contact Toledo J. Bradford, public relations officer, at 926-7851, ext. 114 or e-mail to Toledo.Bradford@robins.af.mil. Interested individuals may also contact German T. Acree, president, at work at 926-6881 or at home at 953-6261.

Middle Georgia Chapter of Blacks In Government — meets the fourth Thursday at 11:30 a.m. at the base restaurant in the private dinning room. Guests may attend. For additional information, contact Toledo J. Bradford, chairman publicity committee, at 926-7851, ext. 114 or e-mail to Toledo.Bradford@robins.af.mil. Interested people may also contact Fred Wilson, president of Middle Georgia Chapter of Blacks In Government, at fred.wilson1@robins.af.mil.

National Contract Management Association - meets once a month in the officers' club. For informa-

tion, call Misty Holtz at 926-7121, or Maj. David Hincks at 926-3666.

Network 56 — Information for Network 56 can be found online at https://wwwmil.robins.af.mil/Network56. The page has information on meetings, links for noncommissioned office development, the organizational charter and news about Network 56.

Officers' Christian Fellowship — meets each Monday at 7 p.m. For more information, contact Jeff or Nancy Smith at 953-7834 or Chris or Deb Holinger at 218-4598.

Officers' Spouses Club — If you are new to Robins Air Force Base and your spouse is eligible for officers' club membership, the Officers' Spouses Club would like to extend a warm southern welcome to you. Please call Beth Arch at 218-7797 to receive your welcome packet.

P r o c u r e m e n t Toastmasters Club - meets the first and third Thursday of each month at noon in the Contracting Directorate's conference room, north end of Bldg. 300. For information, call Marian Hartley, 926-0886; or Bob Valdez, 926-9332.

Reserve Officer's Association - meets the second Tuesday of each month at 11:30 a.m. at the officers club. For information, call Lt. Col. Barry Taylor, 327-1191.

Robins Top 3 Association - meets the third Thursday of each month at 3 p.m. in the enlisted club. For information, call Senior Master Sgt. Kathy Gray at 327-8079, or Senior Master Sgt. Ida Koepeke at 327-8312.

Robins' Voices International Training in Communication Club — meets the first Thursday of each month at 11:45 a.m. in the special functions room of the base restaurant. For information, call Evelyn Fountain, 926-7429.

The Retired Enlisted Association Warner Robins Eagle Chapter 94 — meets the second Thursday of each month at 7 p.m. at Warner Robins American Legion Post 172 on Watson Boulevard. For more information, call Dan Toma at 757-2525 or Jack Tooley at 929-6801.

Editor's Note: Information provided by club members. If your club or group's information changes, notify the Rev-Up staff so that the club listings may be updated.

LEAVE/TRANSFER

The following people have been approved as participants in the leave transfer program.

- **Connie Coffee**, Logistics Management Directorate. Point of contact is Robin Shaw, 926-4239.

- **Edwin Barkemeyer**, Space and Special Systems Management Directorate. Point of contact is Carl Pirkle, 926-6433.

- **Lottie L. Butts**, C-130 System Program Office. Points of contact are John D. Wallace, 926-6482, and Jeanne Giles, 926-7147.

Employee-relations specialists at 926-5307 or 926-5802 have information and instructions concerning requests to receive or

donate annual leave. To have an approved leave recipient printed in the Rev-Up, directorates should send information to Rebecca

Yull via fax at 926-9597, or e-mail at rebecca.yull@robins.af.mil. Submissions run for two weeks.



U.S. Air Force photo by Maj. Doug Dodson
Capt. Jeff DeJoannis, standing, briefs his fellow U.S. Air Force Test Pilot School classmate Capt. Lance Henderson, rear, and school staff member Jim Payne on the next test point for the L-23 glider. The “Zoomie Spin” test management project is not only a graduation requirement for the school students, but also meets a real-world need for the Air Force Academy’s Glider Replacement Program.

Students test academy gliders

By Leigh Anne Bierstine
Air Force Flight Test Center Public Affairs

EDWARDS AIR FORCE BASE, Calif. — Students at the U.S. Air Force Test Pilot School are putting the finishing touches on a test report aimed at helping the U.S. Air Force Academy determine the practical limits of its three new gliders.

The “Zoomie Spin” test management project is not only a graduation requirement for the TPS students, but it is also meeting a real-world need for the academy’s glider replacement program. The program seeks to replace the academy’s older glider aircraft with newer models.

Over the last six months, a team of six students has been investigating spin recovery procedures for three different gliders recently acquired by the academy.

The students were asked to compare the spin recovery procedure defined in each of the gliders’ flight manuals to the single, generic recovery procedure the academy uses for its existing fleet.

Initial indications show the same, generic procedure used by the academy works well for all three of the new gliders, said Capt. Jeff DeJoannis, a flight test engineer and student at the school. This means cadets can learn one recovery process that they can use in any of the three gliders rather than learning three separate procedures.

“In every case, the academy’s recovery process was equal to if not better than what was defined in each of the flight manuals,” DeJoannis said. “This is good news for the academy and for cadets.”

Besides the spin tests, the students performed numerous takeoffs and landings in high crosswinds. Testing the gliders at vari-

ous crosswinds allowed the students to determine if the three gliders could perform safely in crosswinds that were higher than those dictated in the flight manual.

All three of the gliders’ flight manuals limit flying to relatively low crosswinds, said Maj. Mark Hoelscher, an experienced fighter pilot and TPS student. This means when the academy is hit with high winds, glider sorties are canceled and training days are lost, Hoelscher said.

Through a rigorous series of takeoffs and landings, the students determined that one of the gliders would safely perform in nearly double the crosswind set forth in its flight manual, bringing it to the same crosswind limits as the other two gliders.

“While we may be fulfilling a requirement for the school, the information we are reporting will also give the academy an opportunity to train more cadets and simplify their glider flight operations,” said Hoelscher.

The students’ success with the project can be attributed to the comprehensive test planning process taught at the yearlong test pilot school, said DeJoannis. The team approached the project in an organized, methodical way and always with an emphasis on safety, he said.

“This was a very challenging project from a safety perspective, but the school prepared us well to deal with the challenges that arose during testing,” DeJoannis said. “When we get to our next job, we will be able to hit the ground running.”

The students will submit their final results to the academy and present their findings to senior leaders here. The “Zoomie Spin” test management project is one of four real-world projects students are wrapping up at the school in time for graduation June 7.

AAFES recalls toy planes

DALLAS (AFPN) — Army and Air Force Exchange Service officials, along with the U.S. Consumer Product Safety Commission and Spin Master Toys, of Toronto, Ontario, are voluntarily assisting in a recall of Firestormer and Skyblazer toy planes.

The plastic air intake chamber of the air-powered toy planes can burst, throwing plastic pieces, posing a laceration, bruise and abrasion hazard to consumers.

Spin Master Toys has received seven reports of Firestormer planes bursting, including four reports of injuries to children. Injuries included one chest abrasion, a cut leg, a bruised shoulder and ringing in the ears. There have been no reports involving the Skyblazer planes.

The recalled Firestormer plane is either red or blue with a flame graphic across the body and “Firestormer” printed on the wings of the plane. The Skyblazer plane is purple, green and white and has “Skyblazer” printed on the wings of the plane. These toys use a hand pump mechanism to compress air to make the plane fly. Both planes are recommended for children 8 years of age and older. The planes have an eight-digit date code on the bottom of the pump. The date code reads MM/DD/YY-KS. Only planes with date codes 12/29/01-KS through 03/24/02-KS are included in the recall. Planes manufactured before December 29 and after March 24 are not included in this recall.

AAFES sold these planes between January and May 20.

Consumers should stop using the planes immediately, said officials, and contact Spin Master Toys to receive a free replacement plane. Contact Spin Master Toys at 800-622-8339, 9 a.m. to 5 p.m. EDT weekdays.

HAWC SCHEDULE

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| Weight Loss: June 19, 12:30–2 p.m. | Fit Stop: Wednesdays, 3-3:40 p.m. |
| Evening Weight Loss: July 1, 4:45–6 p.m. | Stress Management: June 13, July 11, 1-2 p.m. |
| Evening Tobacco Cessation: June 11, 4:45–6 p.m. | Prepared Childbirth: June 4, July 9, 7-9 p.m. |
| Diabetic Seminar: July 8 and 10, 7:45 a.m. to noon | Newborn Care: June 27, July 25, 3-5 p.m. |
| Diabetes 101: June 3, 10, 24, 8:45-11 a.m. | Lactation Class: June 13, July 11, 3-5 p.m. |
| Evening Diabetes 101: June 20, July 18, 6:15-8:30 p.m. | Health and Wellness Center hours of operation are Monday through Friday 7:30 a.m. to 4 p.m., and closed Saturday, Sunday and holidays. |
| Healthy Heart: June 6, 13, 27, 8:45-11 a.m. | For more information, contact the HAWC at 327-8480. |
| Evening Healthy Heart: June 20, July 18, 3:45-6 p.m. | |